

C. Contacting Medicaid

Alphabetic List of Common Topics

Topic	Phone Number	Other Resources
Accident-Related Issues	DMA Third Party Recovery 919-647-8100	Third Party Recovery Accident Information Report http://www.ncdhhs.gov/dma/forms.html
ACH/PCS Retroactive Requests with DMA	Facility and Community Care 919-855-4260	
Advanced Directives	DMA Clinical Policy 919-855-4260	Information on Advanced Directives is also available from the N.C. Extension Service: http://www.ces.ncsu.edu/depts/fcs/slide3/slide1.htm
Automatic Deposits (Electronic Funds Transfer)	EDS Provider Services 800-688-6696 or 919-851-8888	Automatic Deposit (EFT) Form http://www.ncdhhs.gov/dma/forms.html
Baby Love	DMA Clinical Policy 919-855-4320	Baby Love Program http://www.ncdhhs.gov/dma/babylove.html
Billing Issues/Claim Inquiries	EDS Provider Services 800-688-6696 or 919-851-8888	
Carolina ACCESS (CCNC Enrollment Verification)	AVR System 800-723-4337	Using AVR to Check CA/CCNC Enrollment (July 2001 Special Bulletin II) http://www.ncdhhs.gov/dma/bulletin.htm
Carolina ACCESS (CCNC)	DMA Managed Care 919-647-8170	Managed Care Program http://www.ncdhhs.gov/dma/mangcarewho.html
Checkwrite Information	AVR System 800-723-4337	Online Checkwrite Schedule http://www.ncdhhs.gov/dma/2003check.htm Using AVR to Access Checkwrite Schedule (July 2001 Special Bulletin II) http://www.ncdhhs.gov/dma/bulletin.htm
Claim Status	AVR System 800-723-4337	Using AVR to Check Claim Status (July 2001 Special Bulletin II): http://www.ncdhhs.gov/dma/bulletin.htm
Community Alternatives Program (CAP) Retroactive Requests	DMA Community Care 919-855-4340	
Coverage Issues	EDS Provider Services 800-688-6696 or 919-851-8888	Medicaid Clinical Coverage Policies http://www.ncdhhs.gov/dma/mp/mpindex.htm

Topic	Phone Number	Other Resources
Denials for Reasons other than Eligibility or Private Insurance	EDS Provider Services 800-688-6696 or 919-851-8888	Medicaid Claim Adjustment Form http://www.ncdhhs.gov/dma/forms.html
Drug Utilization Review	DMA Medical Policy— Pharmacy and Ancillary Services 919-855-4300	Drug Utilization Review http://www.ncdhhs.gov/dma/pipage3.htm
Electronic Claims Submission	EDS Electronic Commerce Services (ECS) 800-688-6696 or 919-851-8888	Electronic Claims Submission Agreement http://www.dhhs.state.nc.us/dma/forms/html http://www.ncdhhs.gov/dma/forms.html
Electronic Data Interchange (EDI)	EDS Electronic Commerce Services 800-688-6696 or 919-851-8888	
Electronic Funds Transfer (EFT) (Automatic Deposits)	EDS Provider Services 800-688-6696 or 919-851-8888	Automatic Deposit (EFT) Form http://www.ncdhhs.gov/dma/forms.html
Eligibility Information—current day	AVR System 800-723-4337	Using AVR to Check Eligibility Status (July 2001 Special Bulletin II) http://www.ncdhhs.gov/dma/bulletin.htm
Eligibility Information—dates of service over 12 months	DMA Claims Analysis Unit 919-855-4045	
Enrollment—providers (including CA/CCNC)	DMA Provider Services 919-855-4050	Provider Enrollment Packages http://www.ncdhhs.gov/dma/provenroll.htm
Fee Schedules	DMA Financial Operations 919-855-4200 Fax: 919-715-2209	Fee Schedule Request Form http://www.ncdhhs.gov/dma/forms.html Fee Schedules http://www.ncdhhs.gov/dma/fee/fee.htm
Forms	EDS Provider Services 800-688-6696 or 919-851-8888	Most forms, including blank claim forms, are available online at http://www.ncdhhs.gov/dma/forms.html
Fraud and Abuse—Other	DMA Program Integrity 919-647-8000	Program Integrity http://www.ncdhhs.gov/dma/pi.html

Topic	Phone Number	Other Resources
Fraud and Abuse—Pharmacy	DMA Program Integrity 919-647-8140	Pharmacy Review Section http://www.ncdhhs.gov/dma/pipage3.htm
Health Care Connection	DMA Managed Care 919-647-8170	Managed Care Program http://www.ncdhhs.gov/dma/mangcarewho.html
Health Check—EPSDT	Clinical Policy and Programs 919-855-4260	DMA EPSDT Policy Statement http://www.ncdhhs.gov/dma/EPSDTprovider.htm
Health Check—Health Check Program	DMA Managed Care 919-647-8170	Health Check Billing Guide 2007—Special Bulletin http://www.ncdhhs.gov/dma/EPSDTprovider.htm
Health Insurance Payment Program	DMA Third Party Recovery 919-647-8100	
Medicaid Bulletins	EDS Provider Services 800-688-6696-or 919-851-8888	General and Special Bulletins are available online: http://www.ncdhhs.gov/dma/bulletin.htm
Medicare Crossovers	EDS Provider Enrollment 800-688-6696-or 919-851-8888	Medicare Crossover Reference Request form http://www.ncdhhs.gov/dma/forms.html
NCECSWeb	Electronic Commerce Services 800-688-6696-or 919-851-8888	To access NCECSWeb https://webclaims.ncmedicaid.com
nials for Eligibility	DMA Claims Analysis Unit 919-855-4045	
Piedmont Cardinal Health Plan (PCHP)	Piedmont Provider Relations 800-958-5596	Piedmont Cardinal Health Plan (Special Bulletin II, March 2005) http://www.ncdhhs.gov/dma/bulletin.htm
Preadmission Review for Inpatient Psychiatric Admissions or Continued Stay	ValueOptions 1-888-510-1150	Clinical Coverage Policy 8B, <i>Inpatient Behavioral Health Services</i> http://www.ncdhhs.gov/dma/mp/mpindex.htm ValueOptions North Carolina Service Center http://www.valueoptions.com/provider/nc_medicaid/main.htm
Pre-Admission Screening and Annual Resident Review (PASARR)	EDS PASARR 800-688-6696 or 919-851-8888	Additional information on the PASARR program: http://www.ncdhhs.gov/dma/nursingfacility/ChapterTwo.pdf Uniform Screening slide presentation: http://www.ncdhhs.gov/dma/medicaiduniformscreening.pdf

Topic	Phone Number	Other Resources
Prior Approval	EDS Prior Approval Unit 800-688-6696-or 919-851-8888 AVR System 800-723-4337	Using AVR to Check PA Status (July 2001 Special Bulletin II) http://www.ncdhhs.gov/dma/bulletin.htm
Prior Authorization for Outpatient Specialized Therapies	DMA Clinical Policy 919-855-4310 CCME 800-228-3365	Clinical Coverage Policy 10A, <i>Outpatient Specialized Therapies</i> http://www.ncdhhs.gov/dma/mp/mpindex.htm Carolinas Center for Medical Excellence (CCME) https://www2.mrnc.org/priorauth/pages/Home.aspx
Prior Authorization for Prescription Drugs	ACS State Healthcare 1-866-246-8505	General Clinical Policy No. A-3, <i>Prior Authorization for Prescription Drugs</i> http://www.ncdhhs.gov/dma/mp/mpindex.htm N.C. Medicaid Pharmacy Program: http://www.ncdhhs.gov/dma/pharmpa.htm ACS State Healthcare: http://www.ncmedicaidpbm.com
Private Insurance Update	DMA Third Party Recovery 919-647-8100	
Procedure Code Pricing	AVR System 800-723-4337	Using AVR to Check Procedure Codes (July 2001 Special Bulletin II): http://www.ncdhhs.gov/dma/bulletin.htm
Provider Enrollment	DMA Provider Services 919-855-4050	Provider Enrollment Packages http://www.ncdhhs.gov/dma/provenroll.htm
Rate Setting & Reimbursement	DMA Financial Operations 919-855-4200	
Third Party Insurance Code Book	DMA Third Party Recovery 919-647-8100 Fax: 919-715-4725	Third Party Insurance Codes http://www.ncdhhs.gov/dma/tpr.html
Time Limit Overrides	DMA Claims Analysis 919-855-4045	
Trading Partner Agreement	EDS Electronic Commerce Services 800-688-6696-or 919-851-8888	Trading Partner Agreement http://www.ncdhhs.gov/dma/hipaa.html

Contacting N.C. Health Choice

N.C. Health Choice Topic	Telephone Number
Customer Service/General Information	800-422-4658
Prior Approval	800-422-1582
Inpatient Hospital Admission; Medical & Surgical Treatment Approval	800-672-7897
Mental Health, Alcohol And Drug Treatment Information	800-753-3224
Pharmacy Benefit Manager (Medco)	800-336-5933

The N.C. Health Choice Web site, <http://www.ncdhhs.gov/dma/cpcont.htm>, is also a good source of information on the above topics.

EDS Address List

Adjustments/Medicaid Resolution Inquiries EDS P.O. Box 300009 Raleigh NC 27622	ADA Claims EDS P.O. Box 300011 Raleigh NC 27622
CMS-1500 Claims EDS P.O. Box 30968 Raleigh NC 27622	Drug Rebates EDS P.O. Box 300002 Raleigh NC 27622
General Correspondence [Name of EDS employee] EDS P.O. Box 300009 Raleigh NC 27622	Hysterectomy Statements, Sterilization Consent Forms EDS P.O. Box 300012 Raleigh NC 27622
Medicare Crossovers (Part A Only) EDS P.O. Box 300011 Raleigh NC 27622	Medicare/Medicaid Part B Only EDS P.O. Box 30968 Raleigh NC 27622
Nursing Facility Claims—Medicare Part B Only/Medicaid Attn: Nursing Facility Claims EDS P.O. Box 300009 Raleigh NC 27622	Pharmacy Claims EDS P.O. Box 300001 Raleigh NC 27622
Prior Approval Requests EDS P.O. Box 31188 Raleigh NC 27622	Returned Checks EDS P.O. Box 300011 Raleigh NC 27622
Certified Mail, UPS, or Federal Express EDS [Name of EDS Employee or Department] 4905 Waters Edge Drive Raleigh NC 27606	UB-04 Claims EDS P.O. Box 300010 Raleigh NC 27622

DMA Address List

The general address for the Division of Medical Assistance is

[Unit or Section Name]
Division of Medical Assistance
2501 Mail Service Center
Raleigh NC 27699-2501

The following sections and units receive mail at that address:

- Carolina ACCESS (CCNC)
- Claims Analysis and Medicare Buy-in
- Clinical Policy and Programs
- Community Care Program
- Eligibility Unit
- Financial Operations
- Managed Care
- Program Integrity
- Provider Services

You may also use that address when you do not know which section or unit should receive your letter. If you know the DMA employee's name, write it on the first line of the address.

For **Certified Mail, UPS, or Federal Express**, the physical address is

Division of Medical Assistance
1985 Umstead Drive
Raleigh NC 27626

For **Medicaid Credit Balance Reports** and correspondence addressed to the **Third Party Recovery Unit** *only*, use this address:

Third Party Recovery Unit
Division of Medical Assistance
2508 Mail Service Center
Raleigh NC 27699-2508